



## **Belfast International Arts Festival Front of House Managers Register**

(This is a freelance/self-employed, temporary, casual role)

Currently celebrating our 60<sup>th</sup> year, **Belfast International Arts Festival** is Northern Ireland's annual celebration of contemporary arts from home and abroad and is widely recognised as both a significant event in Belfast's cultural calendar and a strategic leader in Northern Ireland's arts sector. **BIAF22** will take place from 5th October – 6th November 2022, with events at venues throughout the city and featuring world class artists and performers in an extensive programme of theatre, music, dance, visual arts, film, talks and ideas.

To support the smooth running of these events, we are seeking to create a register of freelance Front of House Managers to take on casual work at some of our venues.

### **Role:**

The FOHM will have direct contact with the audience, volunteers, performers and artists, it is therefore essential to have first class communication and customer care skills in order to represent the organisation in a professional manner, whilst also ensuring a safe and pleasant experience for patrons.

### **Key Responsibilities:**

This is an outline of the principle responsibilities/duties, and should not be seen as a complete and specific list.

- Open and close/secure sites/venues
- Complete health and safety checks to manage and ensure visitor and performer safety
- Complete and return forms for the purpose of FOH reporting, data collection, etc
- Record accidents/incidents
- Lead pre, and post, event staff and volunteer briefings
- Allocate duties to a small team of volunteer ambassadors who will be conducting audience surveys, briefing and managing them accordingly
- Oversee box office staff
- Host guests and resolve customer queries
- Manage waiting lists and latecomers
- Ensure events start on time
- Give announcements
- Liaise with the BIAF operations staff on health, safety and evacuation procedures
- Attend induction, training and meetings as required

### **Hours:**

This is a seasonal role during the period of the annual Festival. Typical shifts are 3 – 4 hours, and could be on weekdays, evenings and weekends.

### **Reporting to:**

Operations Administrator / General Manager

### **Location:**

Various venues across Belfast. You must be able to make your own way to each venue.

**Key Skills and Personal Qualities needed:**

- Experience working as a Front of House Manager
- Experience of working in a customer facing environment
- Experience of providing excellent levels of customer service
- Experience of dealing with customer queries and resolving problems
- Interest in the arts and the work of Belfast International Arts Festival
- Good communication skills and the ability to deal directly with customers, colleagues and members of the public
- Initiative, common sense and good humour under pressure
- Flexibility of working hours

**Remuneration:**

£13 per hour. As a freelance/self-employed contract, the payment of Tax and National Insurance is your own responsibility, and you will need to include your UTR/National Insurance number on invoices.

**Application Process:**

Applications are to be submitted by email to [recruitment@belfastinternationalartsfestival.com](mailto:recruitment@belfastinternationalartsfestival.com), and must include the following supporting information:

- Your full Curriculum Vitae outlining all relevant experience
- A letter/statement (max 600 words) detailing why you are a suitable FOHM, and how you meet the Key Skills and Personal Qualities set out above
- Full details of your availability to work during the period of **BIAF22** – daytime, evening and weekends
- Contact details for 2 professional referees, and the capacity in which you know them
- A completed Equality & Diversity Monitoring Form (download from the Jobs page of our website)

**Closing Date:**

**10am on Monday 12<sup>th</sup> September 2022.**

**Interviews:**

If you are invited for interview you will be contacted by email by 16<sup>th</sup> September. We currently aim to hold an induction session on the evening of Tuesday 20<sup>th</sup> September.

**NOTE:** Inclusion on the BIAF Register is not a guarantee of work, there are a number of reasons for this such as your availability against the number, times and dates of available shifts. We will hold your details on our register for up to 3 years, subject to an annual check on your availability. Your personal details will be held securely and will not be shared outside of the company. Your data may be held electronic or in a manual filing system

If this position is not right for you, why not consider becoming a Volunteer Ambassador. For more information visit the About section of our website – [www.belfastinternationalartsfestival.com](http://www.belfastinternationalartsfestival.com).